Search Notes



| Application/Control No. | Applicant(s)/Patent Under Reexamination |
|-------------------------|--|
| 10616016 | BECKSTROM ET AL. |
| Examiner | Art Unit |
| THJUAN K ADDY | 2614 |

SEARCHED

| Class | Subclass | Date | Examiner |
|-------|----------|---------|----------|
| 379 | 265.13 | 3/19/10 | TKA |
| 379 | 265.11 | 3/19/10 | TKA |
| 370 | 352 | 3/19/10 | TKA |
| 379 | 265.01 | 3/19/10 | TKA |
| 379 | 265.02 | 3/19/10 | TKA |
| 379 | 265.05 | 3/19/10 | TKA |
| 379 | 265.08 | 3/19/10 | TKA |
| 379 | 266.01 | 3/19/10 | TKA |

SEARCH NOTES

| Search Notes | Date | Examiner |
|--|----------|----------|
| EAST: search terms: representative; agent; operator; bid; call; live; | 3/19/10 | TKA |
| human; caller; calling | | |
| EAST: robert near2 beckstrom.in. | 3/19/10 | TKA |
| US-PGPUB: assign\$6 near4 (plural\$5 or multiple) near4 (call or calling or | 3/19/10 | TKA |
| caller or customer) with (contact or call) near2 center same (agent or | | |
| operator or representative) and (agent or operator or representative) near5 | | |
| bid\$5 near5 (call or calling or caller or customer) and assign\$5 near5 (call | | |
| or calling or caller or customer) with highest near5 bid\$5 and media near | | |
| type and average near4 (call or calling or caller or customer).clm. | | |
| US-PGPUB: 379/265.13 and (representative or agent or operator or | 3/19/10 | TKA |
| supervisor) near5 bid\$6 near5 (caller or calling or call) and (representative | | |
| or agent or operator or supervisor or agent) near4 bid\$7 and bid\$7 and | | |
| (display\$6 or screen).clm. | | |
| US-PGPUB: (representative or agent or operator or supervisor) near5 | 3/19/10 | TKA |
| bid\$6 near5 (caller or calling or call) and (representative or agent or | | |
| operator or supervisor or agent) near4 bid\$7 and bid\$7 and (display\$6 or | | |
| screen).clm. | | |
| US-PGPUB: bid\$6 near3 (call or calling or caller) and (display\$5 or screen | 3/19/10 | TKA |
| or workstation) near3 agent.clm. | -11-11-5 | |
| See attached EAST Search History: US-PGPUB | 3/19/10 | TKA |
| See attached EAST Search History | 3/19/10 | TKA |

INTERFERENCE SEARCH

| Class | Subclass | Date | Examiner |
|-------|----------|---------|----------|
| 379 | 265.13 | 3/19/10 | TKA |
| 379 | 265.01 | 3/19/10 | TKA |
| 379 | 265.02 | 3/19/10 | TKA |
| 379 | 265.08 | 3/19/10 | TKA |
| 379 | 265.11 | 3/19/10 | TKA |
| 370 | 352 | 3/19/10 | TKA |

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